



ST DUNSTAN'S, CHEAM, C of E PRIMARY SCHOOL

Policy Subject: MANAGING ABUSIVE PARENTS/CARERS OR VISITORS TO THE SCHOOL

Date: November 2023

Review Date: November 2026

Vision Statement

'St Dunstan's – a thriving Christian school, guided by the Good Shepherd, founded on faith, inspiring the best in everyone.'

For all members of our school family we celebrate:

- excellent achievement and progress in all that we do
- learning for life in all its fullness
- Christian values alive within our school
- being at the heart of our community

1. Statement of principles

The ethos of St Dunstan's, Cheam, C of E Primary School encourages close links with parents and the community. The staff and governors believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

2. Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, parents or children either in person or over the telephone;
- physically intimidating a member of staff, parent or child eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive/ offensive language
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- racist, sexist, homophobic or transgender comments;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. **Unacceptable behaviour may result in the local authority and the police being informed of the incident.**

3. Procedure to be followed

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation, and if the unacceptable behaviour continues, terminate the meeting and ask the visitor to leave the premises. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher/Chair of Governors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996) wherever unacceptable behaviour occurs steps will be taken as outlined on the attached chart (Appendix 1).

4. Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school. The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Education Department and the Southwark Diocesan Board of Education, to ensure fairness and consistency

Flowchart for process to ban a parent from the school premises



